



September 23, 2011

JOB OPPORTUNITY

If it's a challenging position you're looking for,
We have the ideal job for you.

<u>CLASSIFICATION:</u>	<i>LIBRARY TECHNICAL ASSISTANT II</i>
<u>TENURE/TIME BASE:</u>	<i>PERMANENT/FULL TIME</i>
<u>BUREAU/ SECTION:</u>	<i>STATE LIBRARY SERVICES/BRAILLE AND TALKING BOOK LIBRARY</i>
<u>MONTHLY SALARY:</u>	<i>\$3,057.00 - \$3,716.00 (Salary will be adjusted accordingly to comply with the PERSONAL LEAVE PROGRAM 2010)</i>

SUMMARY: Under the direct supervision of the Braille and Talking Book Library (BTBL) Manager, the incumbent provides supervision, advanced paraprofessional program support, and patron assistance for the Reader Services functions of BTBL.

DUTIES:

- Plans, coordinates, supervises, and schedules a team of reader advisors who provide library service to registered BTBL patrons.
- Develops and updates work policies, procedures, and standards based upon California State Library and National Library Service (NLS) requirements.
- Plans and supervises work flow and schedules, ensuring optimal customer service.
- Resolves service problems and customer complaints.
- Provides service to patrons in the public reading room.
- Requests books and magazines for BTBL patrons through the Keystone Library Automation System.
- Oversees BTBL interlibrary loans.
- Responds to reader advisory and ready reference questions, and provides information and referral services via mail, telephone, and e-mail.
- Oversees patron account maintenance, storage, and distribution of NLS publications.
- Provides reader advisory, Information & Referral, and answers to basic reference questions to patrons utilizing print and electronic resources.
- Reviews and handles the more difficult customer service questions, problems, and complaints.
- Answers ready reference questions and refers in-depth reference questions to the professional librarian staff.

Works collaboratively with professional librarians to streamline collection copy allotment procedures and practices.

DESIRABLE QUALIFICATIONS:

- Excellent oral and written communication skills.
- Ability to read written directives and follow oral instructions.
- Ability to change tasks and work flexibly under stressful conditions.
- Ability to perform computer tasks and functions.
- Ability to lift and handle supply shipments weighing up to 25 lbs.
- Ability to work independently.
- Ability to pay attention to details and work with accuracy.

KNOWLEDGE AND EXPERIENCE:

- Knowledge of library functions, services, practices, and procedures.
- Ability to apply standard library tools, methods, and procedures.
- Ability to work comfortably with various kinds of audio equipment including cassette and digital Daisy/MP3 players.
- Ability to set priorities and to plan and organize work with staff, volunteers, and students.
- Ability to direct, coordinate, and evaluate the work of support staff.
- Ability to establish and maintain effective relationships with blind, visually, or physically disabled clients of all ages, representatives of other agencies and organizations, and the BTBL staff, especially when working under pressure.

APPLICATION PROCESS:

Individuals who are eligible for a list appointment, transfer or reinstatement to this class should send an application to the California State Library, Human Resources Services, P.O. Box 942837, Sacramento, CA 94237-0001. Applications may also be delivered in person to the HRSO reception desk, Library & Courts Building II, 900 N Street, Suite 400. **All applicants must clearly indicate the basis for their eligibility in “Examination(s) or Job Title(s) for which you are applying” on the standard application form (STD 678). Applications will be accepted until filled. ALL APPOINTMENTS ARE SUBJECT TO STATE RESTRICTIONS OF APPOINTMENTS (SROA) PROVISIONS. SURPLUS EMPLOYEES ARE ENCOURAGED TO APPLY. Applications will be screened and only the most qualified candidates will be interviewed. Any pending offer of employment that is not an intradepartmental lateral transfer or promotion will be subject to receiving hiring freeze exemption approval.**

EQUAL OPPORTUNITY EMPLOYER